



State Performance Outcomes Summary Report

Clinic Surveys – May 2009 Service Area 2

Part III

January 2011

County of Los Angeles
Department of Mental Health
Program Support Bureau
Quality Improvement Division
Data Unit

Background

In compliance with the mandated State Performance Outcomes System, this report summarizes the results of the four Mental Health Statistics Improvement Program (MHSIP) Surveys administered in Clinic Outpatient and Day Treatment Programs in the eight Service Areas of LAC-DMH from May 4 through May 15, 2009.

The report is a response to the recommendations in the APS EQRO, FY 09-10 Final Report related to outcomes, quality of care, clinical care and access. The report tracks and compares the above outcomes to the Countywide outcome averages and highlights areas of quality improvement in each specific service area..

The surveys were administered to consumers/families members who received face-to-face mental health care services in Clinic Outpatient and Day Treatment Programs during the survey period.

Background

The four surveys are:

Youth Services Survey – Family (YSS-F) (Family Members of Consumers Ages (0 - 17), Youth Services Survey (YSS) (Ages 13 – 17), Adults (Ages 18 – 59) and Older Adults (Ages 60 +).

The report summarizes the results for each of the four surveys in SA 1.

Part 1 reports on Response Rates, Overall Satisfaction and Satisfaction Subscales, Clinical Care and Quality of Life Subscales for Clinic Surveys only.

Part II reports on the County Performance Outcome Measures for Clinic and Field Surveys.

Table 1: Surveys Received by Age Group in SA 2 Compared with Countywide (CW)

Age Groups	SA 2 Surveys Received	SA 4 Percent Surveys Received	CW Surveys Received	CW Percent Surveys Received
YSS-F (0-17)	1,054	24.7%	5,394	32.6%
YSS (13-17)	833	19.5%	3,355	20.3%
Adult (18-59)	2,217	51.9%	7,195	43.5%
Older Adult (60+)	170	4.0%	605	3.7%
Total	4,274	100.0%	16,549	100%

Surveys Received = Number of surveys received.

Surveys Completed = Number of surveys completed without missing data for SA and reason for not completing the survey.

Table 2: Surveys Completed by Race/Ethnicity and Age Group - SA 2

SA 2	African American	Asian/Pacific Islander	Latino	Native American	Other	White	Total
YSS-F	67	20	593	29	218	286	1,213
<i>Percent</i>	5.5%	1.6%	48.9%	2.4%	18.0%	23.6%	100.0%
YSS	77	30	374	31	233	195	940
<i>Percent</i>	8.2%	3.2%	39.8%	3.3%	24.8%	20.7%	100.0%
Adults	183	91	480	66	324	583	1,727
<i>Percent</i>	10.6%	5.3%	27.8%	3.8%	18.8%	33.8%	100.0%
Older Adults	5	3	24	1	14	50	97
<i>Percent</i>	5.2%	3.1%	24.7%	1.0%	14.4%	51.6%	100.0%
Total	332	144	1,471	127	789	1,114	3,977
<i>Percent</i>	8.3%	3.6%	37.0%	3.2%	19.8%	28.0%	100.0%

***Total of 3,977 represents multiple responses for race and ethnicity.**

Figure 1: Surveys Completed By Language and Age Group - SA 2 Compared with Countywide (CW)

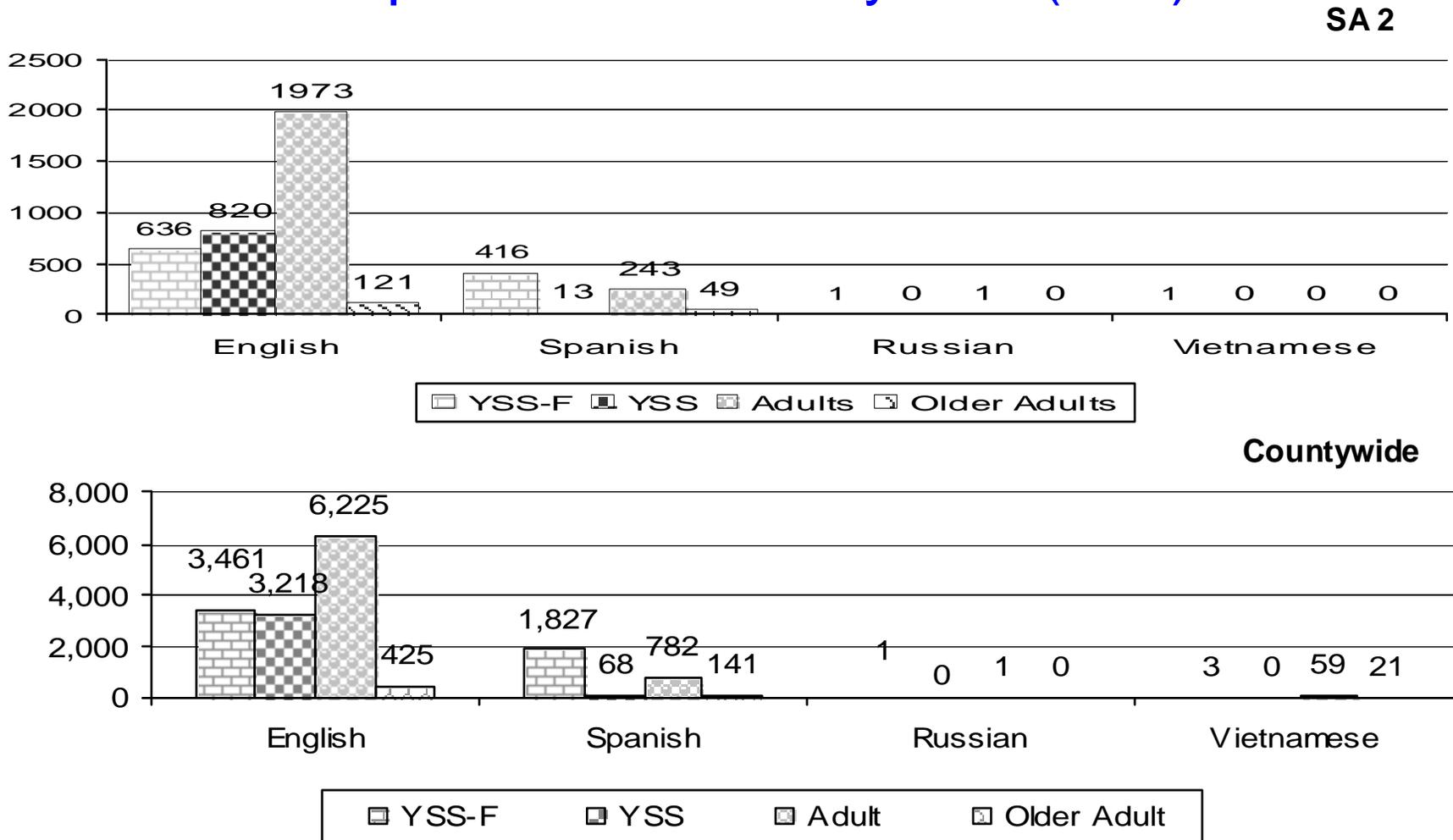
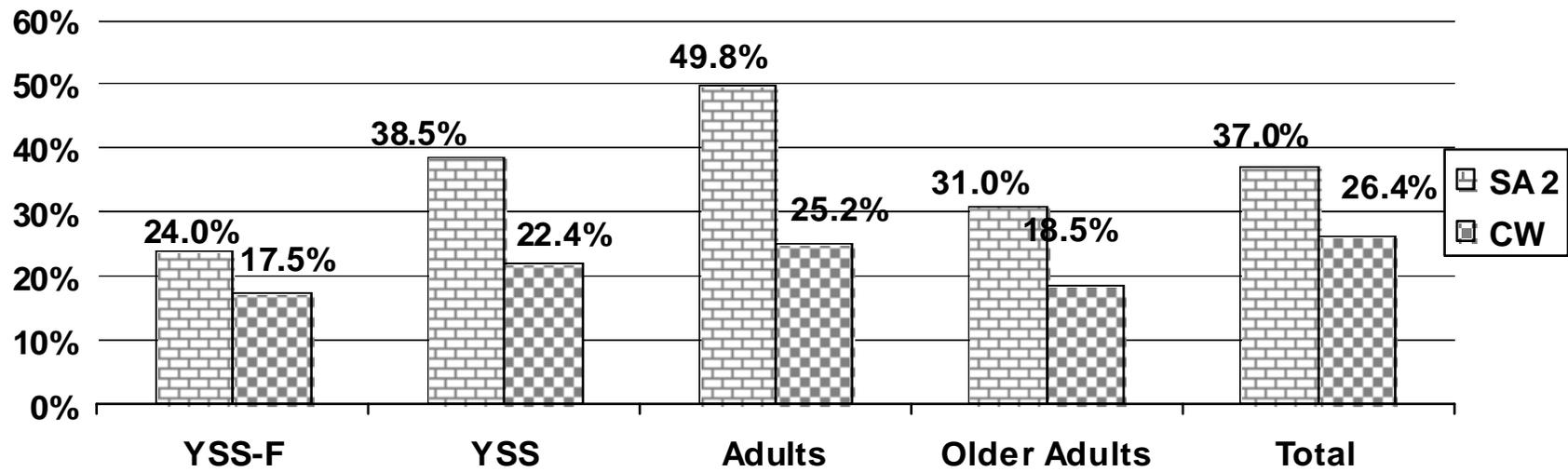


Figure 2: Response Rate for Surveys Completed By Age Group SA 2 Compared with Countywide (CW)



SA 2	1,054/4,389	833/2,166	2,217/4,453	170/549	4,272/11,557
Countywide	5,292/30,264	3,287/14,685	28,203	604/3,273	16,295/61,740

Table 3: “Was Written Information Available To You In The Language You Prefer?”
SA 2 Compared with Countywide (CW)

	YSS-F		YSS	
	SA 2	CW	SA 2	CW
	Yes	Yes	Yes	Yes
N	800	4,072	502	2,225
Percent	96.5%	96.6%	91.1%	92.7%

	ADULTS		OLDER ADULTS	
	SA 2	CW	SA 2	CW
	Yes	Yes	Yes	Yes
N	1,144	3,908	71	290
Percent	96.3%	95.1%	86.6%	92.9%

Table 4: Satisfaction Subscale Reliability By Age Group - SA 2

Subscale	Age Group			
	YSS-F	YSS	Adults	Older Adults
	Cronbach's Alpha (α)			
General Satisfaction	0.92	0.90	0.85	0.90
Perception of Access	0.78	0.79	0.88	0.88
Perception of Quality and Appropriateness (Cultural Sensitivity)	0.94	0.90	0.93	0.95
Perception of Participation in Treatment Planning	0.81	0.75	0.65	0.64
Perception of Outcomes	0.92	0.87	0.93	0.95
Perception of Functioning	0.92	0.85	0.93	0.95
Perception of Social Connectedness	0.87	0.87	0.88	0.88

¹ Scale not reliable < 0.70

Cronbach's alpha was calculated to test the reliability of the subscales. Cronbach's alpha (α) is a reliability measure for calculating intraclass correlation between individual survey items. An alpha score of .70 or higher is considered reliable when at least 3 items are used to measure a Subscale. The reliability score for all the subscales was greater than 0.70 with the exception of Perception of Participation in Treatment Planning subscale.

**Table 5: Mean and Standard Deviation for
Overall Satisfaction Subscales By Age Group
SA 2**

Subscale	Age Group				
	YSS-F		YSS		
	Mean	SD	Mean	SD	Range
Overall Satisfaction	128	15.7	120.5	19.50	34 – 150
General Satisfaction	26.6	3.66	24.0	5.14	6 – 30
Perception of Access	8.9	1.38	7.8	1.85	2 – 10
Perception of Quality and Appropriateness (Cultural Sensitivity)	18.3	2.30	16.5	3.44	4 – 20
Perception of participation in Treatment Planning	13.2	1.84	11.5	2.37	3 – 15
Perception of Outcomes	23.7	4.60	23.1	4.53	9 – 30
Perception of Functioning	19.9	3.80	19.4	3.73	6 – 25
Perception of Social Connectedness	17.1	2.69	16.4	3.07	4 - 20

**Table 6: Mean and Standard Deviation for
Overall Satisfaction Subscales By Age Group
SA 2**

Subscale	Age Group				
	Adults		Older Adults		
	Mean	SD	Mean	SD	Range
Overall Satisfaction	156.2	22.9	159.3	22.18	37 – 185
General Satisfaction	13.4	2.00	13.8	1.55	3 – 15
Perception of Access	25.9	4.04	26.9	3.30	6 – 30
Perception of Quality and Appropriateness (Cultural Sensitivity)	38.9	5.92	39.8	5.11	9 – 45
Perception of participation in Treatment Planning	8.5	1.49	8.9	1.10	2 – 10
Perception of Outcomes	32.1	6.33	32.4	6.01	8 – 40
Perception of Functioning	19.8	4.26	20.1	4.26	5 – 25
Perception of Social Connectedness	15.9	3.37	16.2	3.26	4 - 20

Table 7: “In The Last Year, Did Your Child/You See a Medical Doctor or Nurse For A Health Check-up or Because He/She/You was Sick?”
SA 2 Compared with Countywide (CW)

Age Group	<u>Yes</u> Clinic/Office	<u>Yes</u> Hospital/ER	No	Don't Remember	No Response	Total
YSS-F (N=1,054)	637	54	168	26	169	1,054
SA 2 Percent	60.4%	5.1%	15.9%	2.5%	16.0%	100%
CW (N =5,292)	3,215	261	905	143	768	5,292
CW Percent	60.8%	4.9%	17.1%	2.7%	14.5%	100%
YSS (N=833)	379	84	88	120	162	833
SA 2 Percent	45.5%	10.1%	10.6%	14.4%	19.4%	100%
CW (N =3,287)	1,603	296	422	488	478	3,287
CW Percent	48.8%	9.0%	12.8%	14.8%	14.5%	100%

**Table 8: “Is Your Child or Are You on Medication for Emotional/Behavioral Problems?”
SA 2 Compared with Countywide (CW)**

Age Group	Yes	No	No Response	Total
YSS-F (N=1,054)	360	489	205	1,054
SA 2 Percent	34.2%	46.4%	19.5%	100.0%
CW (N=5,292)	2,140	2,195	957	5,292
CW Percent	40.4%	41.5%	18.1%	100%
YSS (N=833)	281	374	178	833
SA 2 Percent	33.7%	44.9%	21.4%	100.0%
CW (N=3,287)	1,159	1,581	547	3,287
CW Percent	35.3%	48.1%	16.6%	100%

Table 9: “Did The Doctor or Nurse Tell You and/or Your Child of Medication Side Effects to Watch For?”
SA 2 Compared with Countywide (CW)

Age Group	Yes	No	Total
YSS-F (N=1,054)	313	128	441
SA 2 Percent	71.0%	29.0%	100.0%
CW (N=2,177)	1,529	648	2,177
CW Percent	70.2%	29.8%	100%
YSS (N=833)	219	154	373
SA 2 Percent	58.7%	41.3%	100.0%
CW (N =1,534)	899	635	1,534
CW Percent	58.6%	41.1%	100%

**Table 10: “Does Your Child or Do You Have
Medi-Cal (Medicaid) Insurance?”
SA 2 Compared with Countywide (CW)**

Age Group	Yes	No	No Response	Total
YSS-F (N=1,054)	703	154	197	1,054
SA 2 Percent	66.7%	14.6%	18.7%	100.0%
CW (N = 5,292)	3,907	447	938	5,292
CW Percent	73.8%	8.4%	17.7%	100%
YSS (N=833)	435	118	280	833
SA 2 Percent	52.2%	14.2%	33.6%	100.0%
CW (N = 3,287)	2,110	354	823	3,287
CW Percent	64.2%	10.8%	25.0%	100%

**Table 11: Mean and Standard Deviation for SA 2
Quality of Life Subscales
By Age Group**

Quality of Life Subscale	Adults (N=1,359)		Older Adults (N=92)		Range
	Mean	SD	Mean	SD	
Perception of Living Situation	14.37	4.53	14.11	4.36	3.00-21.00
Perception of Daily Activities & Functioning	18.93	5.54	18.62	4.52	9.00-28.00
Perception of Family Relationships	9.58	3.30	10.17	3.29	2.00-16.00
Time Spent with Family ¹	7.56	3.24	τ	τ	5.00-13.00
Perception of Social Relations	19.65	5.60	19.73	5.61	9.00-28.00
Finances ¹	3.18	1.73	τ	τ	0.00-5.00
Crime Victim in Past Month	0.15	0.45	0.16	0.45	0.00-2.00
Perception of Legal Safety	14.53	4.04	14.37	3.92	3.00-21.00
Perception of Health	12.85	4.41	12.56	4.09	6.00-21.00

τ= Subscale question not asked in the MHSIP Older Adult Survey.

Table 12: Significant Gender Differences in Adult Quality of Life Subscales - SA 2

Quality of Life – Subscale	Male		Female	
	Mean	SD	Mean	SD
Daily Activity*	19.22	5.50	18.31	5.13
Finances*	3.34	1.74	3.02	1.72
Living Situation*	14.60	4.50	14.00	4.55
Perception of Legal Safety*	14.84	4.00	14.32	4.04
Perception of Family Relationships*	9.83	3.31	9.41	3.30
Perception of Health *	13.70	4.21	12.30	4.45

* *Statistically significant at $p \leq 0.05$*

Table 13: Significant Ethnic Differences in Adult Quality of Life Subscales – SA 2

Quality of Life Subscales	White		Non-White ²	
	Mean	SD	Mean	SD
Daily Activity*	18.42	5.30	19.30	5.70
Health*	12.60	4.33	13.01	4.50
Perception of Legal Safety*	14.94	3.90	14.22	4.14
Perception of Social Relations*	19.20	5.65	20.00	5.55
Quality of Life Subscales	African American		Non-African American ¹	
	Mean	SD	Mean	SD
Time Spent With Family*	7.00	3.20	7.70	3.24
Quality of Life Subscales	Latino		Non-Latino	
	Mean	SD	Mean	SD
Crime Victim in the past Month*	0.12	0.40	0.17	0.50
Perception of Social Relations*	20.40	5.60	19.30	5.60

*Statistically significant at $p \leq 0.05$.

Part II

Clinic & Field Surveys

County Performance Outcome

Table 14: Average Percent Strongly Agree or Agree With County Performance Outcomes YSS-F & YSS SA 2

Performance Outcomes	YSS-F (N=1,054)	YSS (N=833)
1. I felt my child/I had someone to talk when He/She/I was troubled.	92.0%	84.0%
2. Location of services was convenient for us/me.	90.6%	82.6%
3. Services were available at times that were convenient for us/me.	91.9%	82.5%
4. Staff were sensitive to my cultural/ethnic background.	92.5%	84.9%
5. My child/I gets along better with family members.	67.5%	66.7%
6. My child/I are doing better in school and/or work.	66.9%	73.0%
7. In a crisis, I would have the support I need from family or friends.	86.6%	82.1%

Highest and lowest percent are in bold.

Table 15: Average Percent Strongly Agree or Agree With County Performance Outcomes Adults & Older Adults SA 2

Performance Outcomes	Adults (N=1,359)	Older Adults (N=92)
1. The location of services was convenient (Parking Public Transportation, Distance, etc.)	85.1%	87.5%
2. Staff were willing to see me as often as I felt was necessary	87.7%	90.9%
3. Services were available at times that were good for me.	89.3%	95.1%
4. Staff were sensitive to my cultural background (race, religion, language, etc).	83.8%	94.2%
5. I deal more effectively with daily problems.	77.9%	74.7%
6. I do better in school and/or work.	62.5%	64.0%
7. My symptoms are not bothering me as much.	66.9%	69.7%

Highest and lowest percent are in bold.

**Table 16: Average Percent Strongly Agree or Agree
with County Performance Outcomes¹ for
All Age Groups
SA 2 Compared with Countywide (CW)**

Performance Outcomes	YSS-F (N=1,054)	YSS (N=833)	Adults (N=1,359)	Older Adults (N=92)	Average SA 2	Average CW
1. Location of services was convenient.	93.5%	78.6%	85.1%	87.5%	86.2%	87.7%
2. Services were available at times that were convenient.	93.9%	77.8%	89.3%	95.1%	89.0%	89.7%
3. Staff were sensitive to cultural/ethnic background.	96.6%	80.1%	83.8%	94.2%	88.7%	89.0%
4. Doing better in school and/or work.	75.4%	72.0%	62.5%	64.0%	68.5%	69.7%

¹ These 4 outcome questions were asked of all age groups.

Table 17: Average Percent Strongly Agree or Agree with County Performance Outcomes¹ for YSS-F & YSS SA 2 Compared with Countywide (CW)

Performance Outcomes	YSS-F (N=1,054)	YSS (N=833)	Average SA 2	Average CW
1. I felt my child/I had someone to talk when He/She/I was troubled.	93.7%	79.7%	86.7%	86.7%
2. My child/I gets along better with family members.	76.3%	69.0%	72.7%	72.5%
3. In a crisis, I would have the support I need from family or friends.	86.8%	80.3%	83.6%	84.0%

¹ These 3 outcome questions were asked only of YSS-F & YSS age groups.

Table 18: Average Percent Strongly Agree or Agree with County Performance Outcomes¹ for Adults & Older Adults SA 2 Compared with Countywide (CW)

Performance Outcomes	Adults (N =1,359)	Older Adults (N=92)	Average SA 2	Average CW
1. Staff were willing to see me as often as I felt was necessary.	87.7%	90.9%	89.3%	87.1%
2. I deal more effectively with daily problems.	77.9%	74.7%	76.3%	73.9%
3. My symptoms are not bothering me as much.	66.9%	69.7%	68.3%	77.3%

¹ These 3 outcome questions were asked only of Adults & Older Adults age groups.

Table 19: Rank Order of County Performance Outcomes in SA 2 Compared to Countywide (CW)

County Performance Outcomes	Average for all Age Groups – SA 2	Average for all Age Groups - CW	Rank Order SA 2	Rank Order CW
Services were available at times that were convenient	85.9%	88.8%	5	1
Staff were sensitive to cultural/ethnic background	88.4%	88.6%	2	2
Staff were willing to see me as often as I felt was necessary	89.3%	87.7%	1	3
I Felt My child/I had someone to talk when He/She/I was troubled.	86.7%	86.7%	3	4
Location of services was convenient.	86.1%	84.4%	4	5
In a crisis, I would have the support I need from family or friends	83.6%	84.0%	6	6
My symptoms are not bothering me as much	68.3%	77.3%	10	7
I deal more effectively with daily problems	76.3%	73.9%	7	8
My child/I gets along better with family members	72.7%	72.5%	8	9
Doing better in school and/or work	68.5%	69.6%	9	10